



DEPARTMENT OF DEFENSE
TRICARE HEALTH SERVICES REGION 15
FORT GORDON, GEORGIA 30905-5650

Dear TRICARE Latin America & Canada Prime Enrollee in Canada

Welcome to TRICARE Latin America & Canada Prime in Canada! The information enclosed will help you make full use of your benefits. Provided in this package are the TLAC InfoPak, TRICARE Pocket Card, a Self-Help Manual and Health Enrollment Assessment Review (HEAR) survey(s) for all enrolled members of your household over 17 years of age. Your TRICARE Prime card(s) will be sent to you directly from DEERS.

We ask that you complete each HEAR survey in pencil and return it, (please do not fold it), in the envelope provided. After the HEAR Survey is scanned and processed, you and your Primary Care Manager (PCM) will receive a copy of the results with appropriate recommendations for follow-up.

The Health Care Information Line (HCIL) is another service available to you 24 hours a day for healthcare advice or information. Please feel free to contact them at 800.400.8625.

For active duty and eligible family members accompanying their sponsor and listed on their Permanent Change of Station (PCS) orders; your Primary Care Manager (PCM) is the nearest Canadian Forces Health Facility (CFHF). You may call 613.945.6653 for help locating the nearest CFHF. Your PCM can provide all routine care and refer you to additional services as appropriate. The US/Canadian Memorandum of Understanding covers care received in Canada, via your PCM, at no cost to you.

Active duty personnel should contact the nearest CFHF to make a dental appointment in your host country. The TRICARE Family Member Dental Plan (CONUS Program) is available to active duty family members. The sponsor must enroll family members by completing a DD Form 2494 at their servicing Personnel Office. Before seeking care, active duty family members should contact United Concordia at 800.866.8499 for enrollment verification, benefits information and for assistance in locating a participating Dentist for all dental care, whether in Canada or in CONUS.

When traveling away from Canada, enrolled family members do not require referrals or pre-authorizations for covered benefits except inpatient mental health. If you prefer to use local civilian health services during your visit to CONUS, please contact the TRICARE contractor for the region where you plan to receive care, (see TLAC InfoPak). If you see a civilian provider while on leave, please ask them to send your claims to Wisconsin Physician Services (WPS) at WPS, PO Box 7985, Madison, WI 53707-7985. If you have claims questions, please feel free to call WPS at 608.224.2728. The TRICARE contractor will help you locate a civilian provider near you. Dental care is NOT included in this benefit.

We are here to serve your TRICARE needs. If you have any questions, please feel free to contact the TRICARE Support Office, Fort Gordon, Georgia at commercial 706.787.2424, DSN 773, toll free 888.777.8343 option #3, or email at tricare15@se.amedd.army.mil. You can also visit our website at <http://tricare15.army.mil>.

Sincerely,

Luke M. Stapleton
Colonel, U.S. Army
Director, TRICARE HSR 15